

RECEIVED  
CENTRAL FAX CENTER

Law Offices of  
YOUNG & BASILE, P.C.  
Patents, Trademarks and Copyrights

FEB 24 2005

3001 W. Big Beaver Rd., Ste. 624  
Troy, MI 48084  
Telephone: 248-649-3333  
Facsimile: 248-649-3338

2001 Commonwealth Blvd., Ste. 301  
Ann Arbor, MI 48105  
Telephone: 734-662-0270  
Facsimile: 734-662-1014

## FACSIMILE TRANSMISSION

DATE: February 24, 2005  
TO: Examiner: Unknown  
Group Art Unit: 2167  
FAX NO.: 703-872-9306  
FROM: William M. Hanlon, Jr.  
Our Ref: SRQ-100-A  
Serial No.: 09/870,364  
PGS. TO FOLLOW: Two (2)

THE INFORMATION CONTAINED IN THIS FACSIMILE IS ATTORNEY PRIVILEGED AND/OR CONFIDENTIAL AND IS INTENDED ONLY FOR THE NAMED RECIPIENT. If you have received this communication in error, please notify us immediately. You are hereby notified that any dissemination, distribution or copying of this information is strictly prohibited. Thank you.

This message was transmitted by GRL in the Troy office. If transmission difficulties occur, please contact sender at 248-649-3333. Please respond to: Facsimile No.: 248-649-3338

Please call to confirm receipt  
X Original will not follow  
Original will follow by:  
Regular Mail  
Express Mail  
Federal Express  
Other \_\_\_\_\_

BEST AVAILABLE COPY

**RECEIVED  
CENTRAL FAX CENTER****FEB 24 2005**

Our Reference: SRQ-100-A

**PATENT****IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicant: Raphael M. Segler  
Serial Number: 09/870,364  
Filing Date: May 30, 2001  
Examiner/Art Group Unit: Unknown/2167  
Title: NON-PAY CUSTOMER RETENTION  
PROGRAM

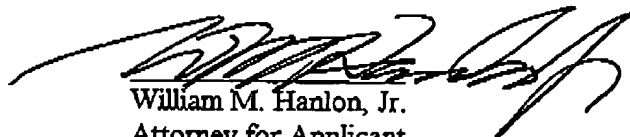
**CERTIFICATION OF FACSIMILE TRANSMISSION**

Sir:

Transmitted with this document is a Status Inquiry in the above-identified application.

- X No additional fee is required.
- X Please charge any additional fees or credit  
any overpayment to Deposit Account Number 25-0115.

I hereby certify that this correspondence was transmitted, via Facsimile, to Examiner  
Unknown, Group Art Unit 2167 on February 24, 2005.



William M. Hanlon, Jr.  
Attorney for Applicant  
Registration No. 28,422  
(248) 649-3333

YOUNG & BASILE, P.C.  
3001 W. Big Beaver Rd.  
Suite 624  
Troy, Michigan 48084

**BEST AVAILABLE COPY**

RECEIVED  
CENTRAL FAX CENTER

FEB 24 2005

Our Reference: SRQ-100-A

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Raphael M. Segler  
Serial Number: 09/870,364  
Filing Date: May 30, 2001  
Examiner/Art Group Unit: Unknown/2167  
Title: NON-PAY CUSTOMER RETENTION  
PROGRAM

STATUS INQUIRY

Commissioner for Patents  
PO Box 1450  
Alexandria, VA 22313-1450

Sir:

Please advise to the status of the above-identified application and, in particular, the status of the Petition to Make Special filed May 11, 2004.

As of the date of this letter, entry of the Petition to Make Special has not been entered into the file history of this application.

Respectfully submitted,

YOUNG, BASILE, HANLON, MacFARLANE, WOOD  
& HELMHOLDT, P.C.



William M. Hanlon, Jr.  
Attorney for Applicant(s)  
Registration No. 28422  
(248) 649-3333

3001 West Big Beaver Rd., Suite 624  
Troy, Michigan 48084-3107

Dated: February 24, 2005  
WMH/grl

BEST AVAILABLE COPY